SUMMARY OF APSW (HALTON REGION)

CLIENT SURVEY - DECEMBER, 1982

84- 2998 /

Introduction

In the fall of 1982 the Halton Adult Protective Services Programme conducted a client satisfaction survey with the help of four DCMR students. This was an attempt to get feedback from the consumers of the service. It was felt that the clients would be able to give non-biased data to persons who were uninvolved with them otherwise. Consequently, two students conducted the survey as part of a field placement. Also, two other DCMR students analyzed the results.

Methodology

An introduction letter concerning the survey was sent to all active clients (52) in September 1982 (Appendix I). This was followed by a telephone contact to arrange an interview. A questionnaire with twelve questions was used, (Appendix II). The questions dealt with the issues of type of help needed and type of help received, relationship with worker and general satisfaction with the service.

The students met with 42 clients. This represents a response rate of 80.8% of those surveyed. The questionnaire was read to the client by the DCMR student who then noted the responses.

Interpretation

It is clear from the number of choices made in questions #1 and #2, that the APSWs work with the clients on several needs. The mean number of areas of APSW involvement per client is approximately 2.4. However, some clients may need intervention / support in only one life area, whereas others may require intervention in several areas.

A place to live, money, and jobs (training or competitive), were identified most frequently by clients as the most common needs. This is consistent with APSW experience and opinion.

The majority of the clients felt that they had a good relationship with their APSW and were receiving the assistance they wanted. Most felt that the assistance provided was positive and would recommend the service to others. This seems to validate the goals and services, which the APSWs have identified and provided to their clients, as being the ones needed.

Interpretation cont'd

The majority of clients surveyed are still seeing their worker regularly and most of those who have come to Sheridan College felt that they were welcomed and received well there.

Almost all of the clients perceived of themselves as "getting along good" and felt free to ask the APSW for help when needed.

It is interesting to note that when the client was asked if there was anything else he/she would like to do, forty persons responded, "Yes". Many of these responses focussed on obtaining new job training, getting married, or living with boyfriend/girlfriend, vacations, getting out of a court case. The full list is noted in Appendix II Question 11.

Summary

The results of this survey seem to indicate that the APSWs are meeting the clients' needs in a manner which is consistent with programme's goals and objectives.

Integration and normalization are dependent upon successful community placements. Obviously, life skills and accommodation are the two most significant areas, involving APSW support, which would facilitate integration and normalization. The clients have identified these needs, as well.

Furthermore, the fact that these needs are being met in a personally satisfying manner is another indication of the success of the programme. The survey indicated that a positive client - worker relationshp exists and notes that clients are satisfied with the services offered. Lastly, clients welcomed the opportunity to discuss their life plans and were pleased at being able to identify their movement towards greater independence.

Special thanks must be extended to the DCMR students who assisted us with this survey, Joan Loyst, Sharon Grant, Ruth Darling and Wendy Romeril.

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APPENDIX I

School of Applied Arts
82-09-24

Dear

During the past six months, you've been talking to _____. She has been trying to help you with a lot of things. Now _____ needs your help too, to find out if the things she has been doing are really helpful.

Within the next few weeks, another lady will be calling on you to ask you some questions about the kind of help you need and are getting. Her name is _____. She will telephone you soon to set up a time to have a talk.

Thank you for your time.

Sincerely

Sheridan College
M.R. Services

/dc

hat was it you needed help with?

a) 24 A place to live
b) 23 Money
c) 3 Getting along with relatives
d) 12 Work
e) 6 Getting along with friends, neighbours, etc.
f) 2 Legal problems (finding a lawyer, going to court, etc.)
g) 0 Parenting
h) 1 Cooking
i) 1 Grocery shopping
j) 0 Meal planning
k) 8 Finding another source of help
l) 20 Other (please say what it is)
- understanding
diet
arithmatic
social
behavioural problems
confidence
getting a birth certificate
getting into BJRT
wardrobe
trouble

2. Which things did you get help with?

a) 20 A place to live
b) 20 Money
c) 2 Getting along with relatives
d) 8 Work
e) 4 Getting along with friends, neighbours, etc.
f) 1 Legal problems
g) 0 Parenting
h) 1 Cooking
i) 0 Grocery shopping
j) 0 Meal planning
k) 7 Finding another source of help
l) 13 Other (please say what it is)
- understanding
diet
arithmatic
social
behavioural problems

2. l) Other cont'd
- confidence
getting a birth certifica
getting into BJRT
wardrobe
trouble

3. Did your worker (name) help yo
38 Yes, 1 No, 0 Don't know

4. How do you feel you are gettin along now?
37 Good, 2 Bad, 1 The same

5. How do you and your worker (name) get along?
29 Very Well 9 Okay
1 Not well 1 Terribly

6. Did your worker (name) give yo the help you wanted?
34 Yes 4 No
If "No", what was it? (1) Wan to be independent; (12) No he with interviews.

7. Are you still seeing your work (name)?
34 Yes 5 No
If "Yes", how often:
4 Once a week
5 Once a month
13 Once in a while
12 Other (please state)
twice a month; every 2 mont

8. a) Have you been to your worke (name) office?
27 Yes 13 No

b) If "Yes", did you feel welcome there?
22 Yes 3 No

c) Does your worker (name) keep her appointments?
37 Yes 1 No

Did you ask for your worker's (name) help?

36 Yes 4 No

10. How do you feel about the help you got from your worker (name)?

35 It was good
2 It was bad
3 It doesn't matter

11. Is there anything else you would like to do?

40 Yes 9 No

Yes **

5 Outside activities
1 Buy new clothes
4 Live on their own
1 Get married
1 Vacation
2 Move to another apt.
15 New job - training
1 Get out of court case
1 Get a part-time job
2 Live with girlfriend/boyfriend
2 Go to school
1 Dental Care
1 Ontario Housing
1 Be a volunteer
1 Lower expectations
1 Move things quicker

12. Would you tell other people who need help, about our services?

37 Yes 3 No

POOR

QUALITY

ORIGINAL